Customer Service Report for EMIB
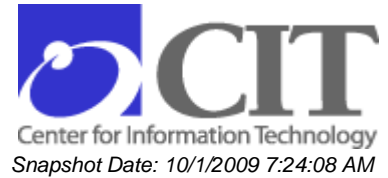
For the period: Tuesday, September 01, 2009 12:00:00 AM to Wednesday, September 30, 2009 11:59:59 PM

Snapshot Date: 10/1/2009 7:24:08 AM

CIT — Center for Information Technology

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	3	0	0	2	0	0	0	0	5	0	12
Account Lockout	1	0	0	0	0	0	0	0	1	0	6
Deactivate/Close	5	0	0	0	0	2	0	0	3	0	0
Edit Account	26	0	0	1	0	5	0	0	22	0	4
General Info	8	0	0	2	0	4	0	0	6	0	5
Register/Open	4	0	0	1051	0	3	0	0	1052	0	0
Application Support											
COTS-Other/Install	1	0	0	0	0	1	0	0	0	0	0
COTS-Other/Request	2	0	0	0	0	0	0	0	2	0	14
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	10
General Info	0	0	0	1	0	1	0	0	0	0	0
Back Office Support											
Active Directory	5	0	0	7	0	0	0	0	12	0	14
Add Entry	0	0	0	4	0	0	0	0	4	0	0
Assign DID-Fax	1	0	0	0	0	0	0	0	1	0	2
Backup/Restore	1	1	0	0	0	0	0	0	2	0	2
Configuration	2	2	0	0	0	1	0	0	3	0	1
Create Server Service	1	3	0	0	0	2	0	0	2	0	1
Delete Server Service	0	4	0	0	0	4	0	0	0	0	0
File Hosting	1	0	0	0	0	0	0	0	1	0	9
IM Hosting	1	0	0	0	0	1	0	0	0	0	0
Permissions/Shares	6	0	0	0	0	1	0	0	5	0	6
Release IP-DHCP	1	0	0	0	0	0	0	0	1	0	7
Reset Limits	50	0	0	4	0	1	0	0	53	0	6
Troubleshoot	1	0	0	0	0	1	0	0	0	0	0

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
CC Technical Operations											
Acct-Maintenance-Add/Modify/Disable	0	0	0	1	0	0	0	0	1	0	20
Acct-Maintenance-Public Folder	0	0	0	1	0	0	0	0	1	0	19
CIT Categories											
ADSM/NBARS	0	0	0	1	0	0	0	0	1	0	11
LISTSERV	3	0	0	0	0	0	0	0	3	0	20
Connectivity											
General Info	1	0	0	1	0	1	0	0	1	0	2
Email											
Dir Suppt/Change Entry	1	0	0	0	0	0	0	0	1	0	5
Entourage	1	0	0	0	0	0	0	0	1	0	5
Exchange Email	8	0	0	4	0	3	0	0	9	0	9
General Info	24	0	0	0	0	5	0	0	19	0	6
MS Outlook	6	0	0	1	0	0	0	0	7	0	25
Outlook Web Access (OWA)	1	0	0	2	0	0	0	0	3	0	25
PKI-Secure Email	2	0	0	0	0	0	0	0	2	0	21
General Information											
Inquiry	6	0	0	0	0	2	0	0	4	0	14
Hardware											
Desktop/Troubleshoot	0	0	0	2	0	0	0	0	2	0	32
Servers/Install/Build	0	2	0	0	0	2	0	0	0	0	0
Servers/Replacement	0	1	0	0	0	0	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	1	0	0	1	0	0	0	0	2	0	2
LocalLAN/General Info	3	0	0	0	0	0	0	0	3	0	1
NIH Services											

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Other	2	0	0	1	0	0	0	0	3	0	4
NIHnet											
Server Support-DNS	7	0	0	7	0	0	0	0	14	0	4
Server Support-Other	1	0	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Other	1	0	0	0	0	1	0	0	0	0	0
Wireless Services											
BB/Other	1	0	0	0	0	0	0	0	1	0	3
BB/Request	1	0	0	0	0	0	0	0	1	0	10
Enable Blackberry Account	2	0	0	0	0	1	0	0	1	0	14
Grand Total:	**193**	**13**	**0**	**1094**	**0**	**43**	**0**	**0**	**1257**	**0**	**1**

Total Tickets Closed: 1257

Total Tickets Assigned/Pending/Checked Out: 43

Total Tickets Created: 1300